



REPLY TO
ATTENTION OF:

DEPARTMENT OF THE ARMY
HEADQUARTERS, CARL R. DARNALL ARMY MEDICAL CENTER
36000 DARNALL LOOP
FORT HOOD, TEXAS 76544-4752

MCXI-CO

29 June 2015

SUBJECT: Health Care Advisory Council Minutes

1. The Health Care Advisory Council (HCAC) was held on Wednesday, 24 June 2015, at the Community Events Center. COL Darnauer called the meeting to order and introduced the incoming commander, COL Mark W. Thompson. The Change of Command is scheduled for 30 June 2015 at 0900 hours in front of the main hospital entrance. She stated that we are still trying to see where and when it would be more beneficial to hold the HCAC. Low attendance may be due to the fact the HCAC is held after the Community Service Council (CSC) and people may not be able to stay for another meeting. We continue to look for better ways to advertise the meeting to see if a change to the meeting date and time will increase attendance. She thanked committee members for their continued support during her tenure as the hospital commander.

a. Attendees from the Medical Center that were present:

COL Darnauer, Patricia
COL Thompson, Mark
MAJ Blackwell, Jeffery
CSM Brooks, Michael
COL Tiffany, Carolyn
COL Kondrat, Brian
LTC Yang, Tou
MAJ Flege, Elizabeth
MAJ Labio, Ryan
Herring, Michael
Cade, Mikaela
Quiney, Alisha
Mason, Ron
Lauer, Charles
Castillo, Roger

CRDAMC, Outgoing Commander
CRDAMC, Incoming Commander
Chief, BOD, and Acting, Chief of Staff
CRDAMC, Command Sergeant Major
Deputy Cmdr of Clinical Services
Deputy, Cmdr of Nursing & Pt Services
Chief, Dept of Pharmacy
CRDAMC, Maternal Child Health
Baylor Admin Resident
Women's Health Center
CRDAMC, PAO
Patient Services
HUMANA
Business Operations Division
Assistant Red Cross, Hospital Chairman

b. Others Present:

Balcer, Twyla
Woodall, Paulette
McFarlane, Gwen
Pierce, Brian

CRDMAC, FRSA
WTU
NCO Academy
Retiree Council

2. OLD BUSINESS:

a. Patient Services – MAJ Steimle stated the Army Provider Level Satisfaction Survey (APLSS) score for the month of May was 92.1%. The scores for the TRICARE Inpatient Satisfaction Survey (TRISS) increased between 2-3%. She stated that even though we haven't reached our goal we are headed in the right direction. We are considering restarting the Patient Experience meeting and inviting patients that have been recently discharged and/or had a recent outpatient visit. Their input would be valuable as we continue to look for ways to improve patient satisfaction.

b. Women's Health Experience – MAJ Flege and Mr. Lauer

(1) MAJ Flege stated during the summer months they are currently scheduling C-Section on Monday, Wednesday, and Friday.

(2) The second lactation consultant is on board. They are looking to partner with the New Parent Support Program and offer lactation support during their meetings on Wednesday from 0900-1100 hours. Also, within the next 60 days, CRDAMC is trying to start a breastfeeding support group on Friday afternoon. She will keep committee members informed of the effective date.

c. Business Operations – Mr. Lauer and MAJ Blackwell

(1) Mr. Lauer stated effective 1 July 2015, TRICARE is going to start covering additional lactation sessions, breast pumps and breast pump supplies. It is retroactive starting from 19 December 2014. If a patient purchased breast pumps and supplies on or after 19 December 2014, they are eligible for reimbursement. MAJ Flege added they are meeting with providers and seeing if they can provide retroactive prescriptions to patients were not issued a prescription, but still have their receipt for cost associated with breast pumps. This covers breast pumps and supplies up for kids up to 36 months of age. Mr. Lauer stated that breastfeeding is considered preventive care. This means there is no additional cost associated with additional needed lactation sessions. For patients to obtain the breast pump and supplies, the provider writes a prescription and the patient can take it to any approved vendor to fill to include the PX, Walmart, Target, etc. LTC Yang stated that you cannot fill these prescriptions at the CRDAMC pharmacy. To get more details you can log on to www.tricareonline.com.

(2) MAJ Blackwell reminded committee members that during this time of year we are short of providers due to the PCS season. If you are having difficulty getting in to see your provider, we do have urgent care through the ER Green Zone. We usually see the shortage for about a month or month and a half before the new providers arrive to

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d. Pharmacy – LTC Yang, MAJ Blackwell, COL Tiffany and COL Kondrat

(1) The audio care system has been repaired and is now picking up when you phone in your refills. However, they discovered a defect that will only allow, you to call in one refill at a time. If you are calling in more than one refill, you may have to call back multiple times. This is not happening to every patient but is random. He asked to continue to be patience while they try to fix the glitches. MAJ Blackwell stated that another option would be to go to TRICARE Online to request your refills. But it is temporarily down. We will continue to provide updates, on the best way to request refills.

(2) LTC Yang stated another IT issue they are experiencing is when new prescriptions are entered electronically; the system is randomly canceling/discontinuing prescriptions. Before leaving your providers office, please verify the number of prescriptions that you need to pick up. Before leaving the pharmacy, check to see if you have the correct number of prescriptions filled. This is happening on a random basis. COL Tiffany stated they informed providers to give patients a hard copy list of new medications. The patient can hand-carry the list to the pharmacy and present it to verify the number of medications they are supposed to have in the system for pick-up.

(3) LTC Yang stated that the discharge dashboard is working. They are still training staff on how to use the system. But things are going well. COL Kondrat added that in the new hospital there will be a pharmacy in the ER and they are looking to see if the discharge dashboard option can be used in that setting. He also added that the Pediatric Clinic will also have a pharmacy.

e. Robertson Blood Center – No update provided.

f. EFMP – No update provided.

g. Red Cross – Mr. Castillo stated that for the month of June they currently have about 750 donated volunteer hours. They have a total of 16 youth that are volunteering. For the fiscal year 2014 they had 20,000 volunteer hours and currently have 120 registered volunteers. During the month of June he has placed 10 new volunteers in the hospital. Areas they were place include three in Medical Records, one in the TBI Clinic, one in the Education Department, one in Behavior Health, two on L&D, one on Med/Surg/Ped Unit, and a new mobile care driver. They had the Annual Volunteer Recognition Ceremony on 5 June 2015 at BLORA and had a great turn

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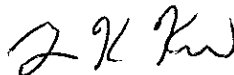
3. NEW BUSINESS AND PANEL COMMENTS AND UPDATES:

New Hospital Tour For Retirees – Mr. Brian Pierce from the Retiree Council asked if there is a way to get a tour of the new hospital during the Annual Retiree Health Fair scheduled for October 2015. COL Kondrat and Mr. Lauer stated that this will depend on when the building can be signed over to CRDAMC and it may not be possible before next year. But they will continue to provide an update if this is a possibility for this year's upcoming fair.

4. The next HCAC meeting will be 22 July 2015 at 10:30 a.m. at the Community Events Center. Please send agenda items to Ms. Quiney at alisha.m.quiney.civ@mail.mil NLT 15 July 2015.



ALISHA M. QUINEY
Recorder
Patient Services Division



BRIAN K. KONDRAT
COL, AN
Deputy Commander for Nursing and
Patient Services

 Approved/Disapproved



PATRICIA DARNAUER
COL, MS
Commanding